# Compass MED D - Accessing CMS MARx Portal

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**Description:** This document outlines the process of requesting access to the MARx system, adding a role, and registering for the MARx system.

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| General Information |

CMS has established an Identity Management (IDM) secure website or portal (<https://portal.cms.gov/portal/>) providing a means to apply for, obtain approval, and receive a single User ID to access the Medicare Advantage and Part D Inquiry System Online Operations (MARX) application.

This CMS Enterprise Portal User Manual provides assistance, quick overviews, and basic step-by-step instructions on how to register for a User ID and password, applications and roles, and how to submit requests for access to applications supported by IDM. Refer to [Guides and Documentation Web site](https://www.cms.gov/Research-Statistics-Data-and-Systems/CMS-Information-Technology/EnterpriseIdentityManagement/Guides-and-Documentation.html).

If you already have access to MARx, refer to [Compass MED D - Verifying Enrollment, Eligibility and LIS in MARx](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97073956-89ea-45dc-be12-d8b49af47bab).

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| Registration and Creating a New ID and Password |

**Note:** This is a two-step process.

Refer to **Section 2** of the [CMS Enterprise Portal User Manual](https://portal.cms.gov/portal/help/digital/home).

The CCR will follow the steps below to register and create a new ID and password:

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| **Step** | **Action** |
| **1** | Access the **CMS** site at the following link: <https://portal.cms.gov/portal/>  **Result:** The CMS.gov Enterprise Portal pagewill display.  **Note:** If you already have access to MARx, you **DO NOT** have to register as a **New User**. You will log in using your **existing User ID and Password** and follow the Step-by-Step instructions in [Compass MED D - Verifying Enrollment, Eligibility and LIS in MARx](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=97073956-89ea-45dc-be12-d8b49af47bab). |
| **2** | Click on **New User Registration**. |
| **3** | From the **Select Your Application** drop-down menu, select **MARx – Medicare Advantage & Prescription Drug System**. |
| **4** | Click the **I agree to the Terms and Conditions** checkbox.  **Note:** The **Next** button will be disabled until the **I agree to the Terms and Conditions** checkbox is selected. |
| **5** | Click **Next**.  **Note:** To exit, click **Cancel**. |
| **6** | Fill in the following fields:   * **First Name** – Must match the First name exactly as listed in the Directory * **Last Name** – Must match the Last name exactly as listed in the Directory * **Date of Birth** * **Home Address** * **E-mail Address** – Your email address exactly as listed in the Directory * **Confirm Email** **Address** * Primary **Phone Number (work phone number)** * Some fields are optional and not required. |
| **7** | Click **Next**. |
| **8** | **Choose** and **enter** the **User ID** and **Password** based on system requirements. |
| **9** | Select Security **Questions** and **Answers**. |
| **10** | Click **Next** to complete the registration process.  **Result:** The New User Registration Summary pagewill display: |
| **11** | Click the **Submit User** button.  **Result:** The following Confirmation pagewill display: |
| **12** | Open the email from CMS <**donotreply@cms.gov**>. **Example:** |

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| Logging into CMS MARx Portal |

Follow the steps below to log into **CMS MARx Portal**:

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| **Step** | **Action** |
| **1** | Access the **CMS** site at the following link: <https://portal.cms.gov/portal/>  **Result:** The CMS.gov Enterprise Portal pagewill display. |
| **2** | Enter the following information and then click **Login**.   * Enter your Marx User ID and password. * Select the **Agree to our Terms & Conditions** checkbox.     **Note:** To request access for **MARx**, refer to [Registration and Creating a New ID and Password](#_Registration_and_Creating). |
| **3** | From **Multi-factor Authentication** drop-down box, select **Email**. |
| **4** | Click **Send MFA Code**.  **Notes:**   * An MFA code will be sent to your email from IDM Auto Response ([no-reply@idm.cms.gov](mailto:no-reply@idm.cms.gov)). * The MFA code will expire in 30 minutes. |
| **5** | Enter the MFA code and click **Verify**.  **Notes:**   * CCRs have the option to click **Re-send MFA Code** if the MFA Code email is misplaced. * If unable to access MFA Device or Security code, select **Unable to Access MFA Device or MFA Code** for additional information on help desk contact information.   **Result:** The **My Portal** screen will display. |
| **6** | Click the **MARx UI tile** and then the **MARx UI Application** link.  **Result:** The **Medicare Advantage Prescription Drug (MARx)** **User Security Role Selection** screen will display. |
| **7** | Click **Logon with Selected Role**. |

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| How to Request Access to an Application and a Role |

Follow the steps below to request access to an application and a role:

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| **Step** | **Action** |
| **1** | Log into the **CMS** **MARx Portal**. Refer to [Logging into CMS MARx Portal](#_Logging_into_CMS). |
| **2** | Select **Add Application** to continue. |
| **3** | From the **Select an Application** drop-down menu, select **MARx – Medicare Advantage & Prescription Drug System** and select **Next**. |
| **4** | Under Select a Role drop down, select **PDP Representative,** and select **Next**. |
| **5** | Click **Launch** to begin the Identify Verification Process. |
| **6** | Read the information on the screen then click **Next**. |
| **7** | * Read and **Accept** the Terms and Conditions. * Click **Next**. |
| **8** | Enter your information into the required fields and select **Next**. |
| **9** | Review the list of verification questions that will show to verify the identity of the CCR.  **Note:** These questions will be based on information within public records.The purpose of these questions is to verify the identity of the applicant. **This is NOT a credit check.** This information is provided to CMS, a governmental organization, **only**.   * Select the appropriate answers and click **Next**.   **Example:** |
| **10** | Click **Next**.  **Result:** Set up is now complete and the Multi-Factor Authentication Information screen opens. |
| **11** | Click **Next**. |
| **12** | * Select **Email** in the drop down **MFA Device Type** box. * Click **Next**.   **Result:** Another text box will populate. |
| **13** | * Enter the **email address** (Your work email address exactly as listed in the Directory) and **MFA Device description** (ex. Work Email)   **Note:** You are only allowed **two** attempts to register your MFA device. If you are unable to register your device within two attempts, log out, then log back in to try again.   * Click **Next**.   **Result:** Confirmation page will display. |
| **14** | Click **Next**.  **Note:** If you cannot verify with the questions, you will receive the following message stating “We were unable to verify the information…” |
| **15** | * Complete the information requested with an asterisk.  * + Social Security Number: Use your social security number.   + Company Name: Use SilverScript   + Company Address: Use the address for your site. If WFH, use the site you are based at.   + Company Phone Number: Site Telephone Number   + Office Phone Number: Site Telephone Number * Click **Next**. * Application Description: MARx – Medicare Advantage & Prescription Drug System * Role: **PDP Representative** * Plan Contract Number:   + **S5601 = SilverScript**   + **S2893 =** **Blue MedicareRx (NEJE CCRs Only)** * Reason for Request: Needed For Role. * Click **Next**.   **Result:** You will receive confirmation email for the Contract ID in your Email account. Check your email 2-3 business days after you have submitted this request to confirm your access was granted. If your access was denied, inform your supervisor/facilitator immediately for assistance. |
| **16** | Click **Submit**.  **Result:** The **Request New Application** pageis displayed. |
| **17** | Review the information displayed.  **Note:** Select **Edit** to modify the information. If the “Please update your profile…” message is displayed, enter the required information and then select **Next**. |
| **18** | Click **Submit** to submit the request for approval.  **Result:** After selecting Submit, the **Request New Application Access Acknowledgement** page is displayed  **Note:**   * The acknowledgement page displays the tracking number for the request and informs you that you will receive an email when the request has been processed. * A series of two emails will be sent:   + First email is a confirmation for each Contract Number entered during request.   + The second email is confirmation of request being approved or rejected. |

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| How to Add Access to an Application and a Role for Another Line of Business |

Follow the steps below:

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| **Step** | **Action** |
| **1** | Log into **CMS MARx Portal**. Refer to [Logging into CMS MARx Portal](#_Logging_into_MARx_2). |
| **2** | Click the drop-down menu next to your name in the upper righthand corner. |
| **3** | Select **My Access**. |
| **4** | Click the **Select Action** dropdown and select **View/Modify Role Details**. |
| **5** | Click **Modify**. |
| **6** | Enter the following information:   * Plan Contact Number - Scroll to the end of the list add a comma (,), space and type Plan Contract Number. (**Example:** S5601, S2893) * Reason for Request - Needed for role |
| **7** | Select **Submit**.  **Result:** System will provide a confirmation that your request has been submitted. |
| **8** | Select **OK**.  **Note:** You will receive an email within 2-3 business days advising if the access request has been approved or denied. |

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| How to Register a Multi Factor Authentication (MFA) Using an Email Address |

It is a requirement to register a Multi Factor Authentication (MFA) device to retrieve the security code during the login process.

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| **Step** | **Action** |
| **1** | Log into **CMS** **MARx Portal**. Refer to [Logging into CMS MARx Portal](#_Logging_into_MARx_2). |
| **2** | From the drop-down menu, select **My Profile**. |
| **3** | Select **Manage MFA Devices**. |
| **4** | Select **Register a device**. |
| **5** | Expand the **Select MFA Device** drop down list and select E-mail. |
| **6** | Enter “E-mail” or a brief description in the field labeled **Enter MFA Device Description** and click **Submit**.  **Notes:**   * Only two attempts are allowed to register your MFA device. If unable to register your device within two attempts, log out and then back in to try again. * The e-mail address on your profile with be automatically used to obtain the Security Code. |
| **7** | You will receive a confirmation that the changes to your profile were submitted successfully. |

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| Log Activity |

MARx is a Read-only system.

While CCRs are not able to document in MARx, CCRs should document their MARx findings in the **Medicare D Alerts** panel on the Medicare D Landing Page.

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| Resolution Time |

Approved MARx Initial Access Requests = within 72 hours of submission

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| Related Documents |

**Parent SOP:** CALL-0048: [Medicare Part D Customer Care Call Center Requirements-CVS Caremark Part D Services, L.L.C.](https://policy.corp.cvscaremark.com/pnp/faces/SecureDocRenderer?documentId=CALL-0048&uid=pnpdev1)

**Abbreviations/Definitions:** [Abbreviations / Definitions](file:///C:\Users\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\6PTFXIHK\CMS-2-017428)

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